

## Try On-Line Check-In ... You'll Like It!

If you haven't tried on-line check-in when traveling by air, we encourage you to do so. It's quick, easy, and convenient. Here is how it works:

- Log on to the airline's Web site and follow the on-line instructions to "check in." Although the on-line check-in procedures vary slightly from one airline to another, all carriers require you to enter identifying information such as your confirmation number, e-ticket number, or frequent flier number. Your confirmation number, which consists of 6 alpha-numeric characters (e.g., 5QZEG0), is printed on your itinerary just below the reservation information.
- Print your boarding pass (up to 24 hours before departure).
- At the airport, if you are not checking baggage you can go right to security and then to your assigned boarding gate.
- If you are checking baggage, use a skycap for curbside check-in or a kiosk inside the terminal before heading to security. Please note that you must check baggage at least 30 minutes before your scheduled departure.



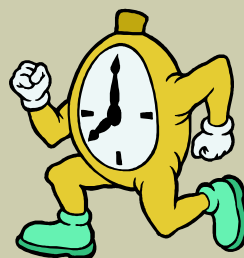
You can check in on the airlines' Web sites at the following addresses:

America West	<a href="http://www.americawest.com">www.americawest.com</a> (Travel Tools)
American	<a href="http://www.aa.com">www.aa.com</a> (Travel Information)
Continental	<a href="http://www.continental.com">www.continental.com</a> (Travel Center)
Delta	<a href="http://www.delta.com">www.delta.com</a> (Traveling and Check-In)
United	<a href="http://www.united.com">www.united.com</a> (Travel Support)

For assistance at the airport, see an airline customer service representative. ➤

## On-Time Performance for August 2005\*

Carrier	On-Time	Average Delay (in minutes)
Southwest	78%	52
America West	78%	51
United	74%	66
Northwest	72%	55
Continental	70%	68
US Airways	69%	63
American	68%	68
Delta	67%	65
Alaska	66%	52
JetBlue	65%	57
AirTran	62%	78



\*Source: *Business Travel Weekly*. A flight is "on-time" within 15 minutes of schedule.

## Travel Forms Are On Our Web Site

If you are looking for State of Utah travel-related forms, you can find them on our Web site at [www.finance.utah.gov](http://www.finance.utah.gov). Select the *State Travel* button on the left, click on *Forms*, and then click on *Travel* to access the list of travel forms.

Clicking on the form name will open an Adobe Acrobat (PDF) file you can fill out on-line. If the name of the form is followed by an asterisk (\*), you will be prompted to log in to a secured forms database on the state Innerweb before you can access the form. Eventually all of our forms will be secured on the Innerweb.

If you have trouble accessing a form, or if you need help filling out the form, call the Finance Help Desk at 801-538-9690. Travel-related forms currently available are:



- ◆ FI 5 – Request for Out of State Travel Authorization\*
- ◆ FI 40 – Private Vehicle Usage Report
- ◆ FI 40A – Private Vehicle Usage Report for Reimbursement at .32 per Mile
- ◆ FI 40B – Private Vehicle Usage Report for Reimbursement at .405 per Mile
- ◆ FI 51A – State Employee Travel Reimbursement Request for In-State Travel\*
- ◆ FI 51B – State Employee Travel Reimbursement Request for Out-of-State Travel\*
- ◆ FI 51C – Non-State Employee Travel Reimbursement Request for In-State Travel\*
- ◆ FI 51D – Non-State Employee Travel Reimbursement Request for Out-of-State Travel\*
- ◆ FI 58 – Group Gathering Authorization\* ➔

## Travel Briefs

### Thanks for Taking Our Survey

Thanks to all who participated in our 2005 Customer Satisfaction Survey. We are currently compiling the responses and comments, and we hope to have the results of the survey for next month's newsletter.

We appreciate the efforts of everyone who took the time to complete and submit the surveys. We will use your responses to evaluate and improve our customer service.



### Delta Named One of the Safest Companies In America

Delta Airlines has been named one of America's safest companies for 2005 by *Occupational Hazards* magazine. The publication's annual list of "who's who in safety" recognizes a handful of U.S.-based companies that set their own standards for safety by exceeding federal regulations and industry averages for workplace health and safety standards. Delta is the first airline to be named to the list and joins 61 leaders from other industry sectors that have received the award since 2002. ➔

